

**COURSE CODE:** BUAD 297

**COURSE TITLE:** Retailing

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### **Calendar Description**

This course covers strategic retail management and orients students to the dynamic and competitive nature of the industry. Topics include current issues in retail, managing the retail operation, pricing, inventory management and control, store design and location. (also offered by Distance Education)

**Prerequisite(s):** BUAD 116

**Co-requisite(s):** None

**Prerequisite For:** None

**Substitutable Courses:** None

**Graduation Requirement:** BBA, Marketing Specialty - Elective  
Diploma, Marketing Option - Elective

**Transfer Credit:** None

**Special Notes:** None

**Credits:** 3

**Hours per Week:** 3

**Originally Developed:** 1989

**EDCO Approval:** February 2000

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**CHAIR'S APPROVAL:** 

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## Learning Outcomes

- Outcome Upon completion of this course students will be able to:
- 1 **Explain** retail planning and management concepts on all levels – strategic, administrative, and operational.
  - 2 **Describe** consumer buying behaviour as it applies to retail markets.
  - 3 **Analyze** retail trading and site locations.
  - 4 **Describe** principles of store layout in relation to retail strategy.
  - 5 **Explain** common design and merchandising techniques.
  - 6 **Apply** retail buying and pricing strategies using retail mathematics.
  - 7 **Describe** the dynamic nature of retailing and identify trends.

## Course Objectives

- Objectives This course will cover the following content:
- 1 Presenting on a specific retail business using terminology and theories learned in the course
  - 2 Analyzing the operations of an identified retailer
  - 3 Participating in the review of business cases and prepare presentations describing common retail principles and theories

## Professors

Name	Phone Number	Office	Email
Rishi Bhardwaj (Course Captain)	ext. 4988	B135	<a href="mailto:rbhardwaj@okanagan.bc.ca">rbhardwaj@okanagan.bc.ca</a>

## Evaluation Procedure

Capstone Project	25 %
Case Studies	15 %
Term Work	10 %
Midterm	20 %
Final Exam	30 %
<b>Total</b>	<b>100 %</b>

*\*Students must earn half of all available exam marks to achieve a passing grade in the course i.e. a cumulative average of 50% of Mid-Term and Final Exam together.*

### Generative AI tools are permitted

Students are permitted to use artificial intelligence tools, including generative AI tools such as ChatGPT or Bing Chat, to gather information, review concepts, or help produce assignments. However, students are ultimately accountable for the work they submit, and any content generated or supported by an artificial intelligence tool must be cited appropriately (see [How to cite ChatGPT \(apa.org\)](#)). The use of AI tools is not permitted during midterm exams and final exams in this course.

### Required Materials

Retailing Management, 7th Canadian Edition, (e-book), Levy, M., Weitz, B.A., Grewal, D., Madore, M., McGraw-Hill; ISBN 978-0073381046

### Notes

Participation marks depend on regular attendance and active involvement during class and case studies.

The Capstone Project will require work over the entire semester; in addition, good quality English and grammar will be essential. The project will examine a local retailer and apply the concepts and principles covered in the course. The end result will be to demonstrate understanding of the theory, develop an appreciation for the challenges and opportunities facing retailers in the 21st century, and identify strategies by which retailers can mitigate threats and create competitive advantage.

## Course Schedule

(Subject to change at the discretion of the professor)

Date		Topic	Textbook
2024 Week of:		Wednesday, September 4th, First day of class Friday, September 13th, Last day to register for Fall 2024 Monday, September 30th, Statutory Holiday (no classes) Monday, October 14th, Statutory Holiday (no classes) Friday, October 25th, Last day to withdraw from class without academic penalty Monday, November 11th, Statutory Holiday (no classes) Friday, December 6th, Last day of class Tuesday, December 10th – Friday, December 20th, Final Exam Period	Chapter(s):
<b>Sep</b>	2	Orientation and Introduction to Course Introduction to the world of retailing	Ch. 1
	9	Types of Retailers	Ch. 2
	16	Customer Buying Behaviour	Ch. 3
	23	Retail Market Strategy <i>Case Study 1</i>	Ch. 4
	30	Retail Locations Strategy <i>Case Study 2</i>	Ch. 5
<b>Oct</b>	7	Store Design, layout, and visual merchandising strategy <i>Project Proposal Submission Due on Oct 11</i> <i>Case Study 3</i>	Ch. 6
	14	International Retailing Strategy <i>Case Study 4</i>	Ch. 7
	21	Mid-Term Exam (Chapters 1-7) Building Customer Loyalty	Ch. 13
	28	Financial Strategy <i>Case Study 5</i>	Ch. 8
<b>Nov</b>	4	Information Systems and Supply Chain Management <i>Case Study 6</i>	Ch. 9
	11	Retail Pricing <i>Case Study 7</i> <i>Rough Draft of the Final Report Due on Nov 17</i>	Ch. 11
	18	Buying Strategies <i>Case Study 8</i>	Ch. 10
	25	Human Resource Management Appealing to the Customer	Ch. 12 Ch. 14
<b>Dec</b>	2	Digital Retailing Final Exam Review	Ch. 15

		<i>Final Project Report Due on Dec 6</i>	
	10-20	<b>Final Exam Period</b>	

## Skills Across the Business Curriculum

The Okanagan School of Business promotes core skills across the curriculum. These skills include reading, written and oral communications, computers, small business, and academic standards of ethics, honesty and integrity.

## Student Conduct and Academic Honesty

### What is the Disruption of Instructional Activities?

At Okanagan College (OC), disruption of instructional activities includes student “conduct which interferes with examinations, lectures, seminars, tutorials, group meetings, other related activities, and with students using the study facilities of OC”, as well as conduct that leads to property damage, assault, discrimination, harassment and fraud. Penalties for disruption of instructional activities include a range of sanctions from a warning and/or a failing grade on an assignment, examination or course to suspension from OC.

### What is Cheating?

“Cheating includes but is not limited to dishonest or attempted dishonest conduct during tests or examinations in which the use is made of books, notes, diagrams or other aids excluding those authorized by the examiner. It includes communicating with others for the purpose of obtaining information, copying from the work of others and purposely exposing or conveying information to other students who are taking the test or examination.”

Students must submit independently written work. Students may not write joint or collaborative assignments with other students unless the instructor approves it in advance as a group/team project. Students who share their work with other students are equally involved in cheating.

### What is Plagiarism?

Plagiarism is defined as “the presentation of another person’s work or ideas without proper or complete acknowledgement.” It is the serious academic offence of reproducing someone else’s work, including words, ideas and media, without permission for course credit towards a certificate, diploma, degree and/or professional designation. The defining characteristic is that the work is not yours.

“Intentional plagiarism is the deliberate presentation of another’s work or ideas as one’s own.” Intentional plagiarism can be a copy of material from a journal article, a book chapter, data from the Internet, another student, work submitted for credit in another course or from other sources.

“Unintentional plagiarism is the inadvertent presentation of another’s work or ideas without proper acknowledgement because of poor or inadequate practices. Unintentional plagiarism is a failure of scholarship; intentional plagiarism is an act of deceit.”

### What are the Students’ Responsibilities to Avoid Plagiarism?

Students have a responsibility to read the OC Plagiarism Policy and Procedures outlined in the OC calendar, which is available in online format [www.okanagan.bc.ca](http://www.okanagan.bc.ca). Students must acknowledge the sources of information used on all their assignments. This usually involves putting the authors’ name and the year of publication in parentheses after the sentence in which you used the material, then at the end of your paper, writing out the complete references in a Reference section.

“Students are responsible for learning and applying the proper scholarly practices for acknowledging the work and ideas of others. Students who are unsure of what constitutes plagiarism should refer to the UBC publication “*Plagiarism Avoided; Taking Responsibility for your Work*”. This guide is available in OC bookstores and libraries.

Students are expected to understand research and writing techniques and documentation styles. The Okanagan School of Business requires the use of the APA or MLA style, but suggests that students cite references using the APA guidelines (see Publication Manual of the American Psychological Association, 6<sup>th</sup> edition (2009)). A copy of the APA manual is available in the reference section and also available for circulation from OC libraries. The library website has access to these two major citing styles.

### What are the Penalties for Plagiarism and Cheating?

The Okanagan School of Business does not tolerate plagiarism or cheating. All professors actively check for plagiarism and cheating and the Okanagan School of Business subscribes to an electronic plagiarism detection service. All incidents of plagiarism or cheating are reported and result in a formal letter of reprimand outlining the nature of the infraction, the evidence and the penalty. The Dean of the Okanagan School of Business and the Registrar record and monitor all instances of plagiarism and cheating. Penalties for plagiarism and cheating reflect the seriousness and circumstances of the offence and the range of penalties includes suspension from OC.